

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PRE-ORDERING*	Standard	Actual Performance			Observations
			BA	CLEC	Difference	
	PO-1 - Response Time OSS Ordering Interface					
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.08	5.24	5.16	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.33	3.16	2.83	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.90	5.02	4.11	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.14	3.83	3.69	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	NA	NA		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	14.68		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		0.97		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.08	6.69	6.61	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
	PO-2 - OSS Interface Availability					
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days		97.81		741
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.30		2976
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.30		2976
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%		98.72		468
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%		98.97		1664
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%		98.97		1664
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		96.25		273
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)			99.73		1312
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI			99.73		1312
	PO-5 - Average Notification of Interface Outage					
PO-5-01	Average Notice of Interface Outage	<20 minutes		27.90		10
	PO-6 - Software Validation					
PO-6-01	Software Validation	<= 5%		UD		
	PO-7 - Software Problem Resolution Timeliness					
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
	Change Notification*					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days		100.00		11
PO-4-01	% Notices Sent on Time - Regulatory			NA		
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - BA Orig.			100.00		2
PO-4-01	% Notices Sent on Time - TC Orig.	Notification before Implementation If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	Notification before Implementation If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.			NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.			NA		
PO-4-03				NA		

continued

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*		Standard	CLEC Perf	CLEC Obs		
Metric #	PO-4 - Timeliness of Change Management Notice	> = 95% and no delayed notices and documentation over 8 days	NA NA 100.00 NA NA NA NA NA NA NA NA	 2 		
PO-4-01	% Notices Sent on Time - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-01	% Notices Sent on Time - Ind. Std.		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		NA			
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	>=45 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA			
TROUBLE REPORTING (OSS)*						
MR-1 - Response Time OSS Maintenance Interface		Actual Performance				
MR-1-01	Create Trouble	Parity plus < 4 Seconds	BA 5.64	CLEC 12.31	Difference 6.67	13684
MR-1-02	Status Trouble	Parity plus < 4 Seconds	UD	20.11		
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	5.60	7.43	1.83	295
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.27	11.43	4.16	44
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	UD	17.14		
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	66.66	72.65	5.99	24604
BILLING						
BI-1 - Timeliness of Daily Usage Feed						
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	98.88	25071108		
BI-1-02	% DUF in 4 Business Days		99.33			
BI-1-03	% DUF in 5 Business Days		99.39			
BI-1-04	% DUF in 8 Business Days		99.49			
BI-2 - Timeliness of Carrier Bill						
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days	100.00	103		
BI-3 - Billing Accuracy						
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	98.09	98.29	9,405,122	
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	UD		
OPERATOR SERVICES & DATABASES**						
OD-1 - Operator Services - Speed of Answer						
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.3	6.3	19338	
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	3.3	5.1	247722	
Legend Notations defined on Legend sheet - last page						

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering (secs)		24.15
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	85.84
PO-3-03	Average Speed of Answering – Repair *& (secs)		25.00
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	82.80
7210			
50507			
POTS & Pre-qualified Complex - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		3.48
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.78
OR-1-03	Average LSRC Time < 10 Lines		15.11
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	88.30
OR-1-05	Average LSRC Time >= 10 Lines		7.86
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
7			
OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.82
OR-2-03	Average LSR Reject Time < 10 Lines		15.57
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	83.61
OR-2-05	Average LSR Reject Time >= 10 Lines		14.05
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
46			
Complex Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03	Average LSR Reject Time < 10 Lines		UD
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD
OR-2-05	Average LSR Reject Time >= 10 Lines		UD
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD
POTS / Special Services - Aggregate			
OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	46.28
9336			
OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.00
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.95
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD
6078			
OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	41.01
OR-5-02	% Flow Through - Simple	No Standard Developed	43.47
OR-5-03	% Flow Through Achieved	95%	UD
8119			
7660			
OR-6 - Order Accuracy**			
OR-6-01	% Accuracy - Orders	95% Orders without Errors	50.10
OR-6-02	% Accuracy – Opportunities	95% Orders without Errors	90.01
OR-6-03	% Accuracy – LSRC	95% Orders without Errors	86.90
411			
716			
61			
Special Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		14.58
OR-1-03	Average ASRC Time < 10 Lines DS0		UD
OR-1-03	Average ASRC Time < 10 Lines DS1		UD
OR-1-03	Average ASRC Time < 10 Lines DS3		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	98.01
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		28.01
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
453			
3			
OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		9.43
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts**

**CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES**

POTS - Provisioning - Total		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1-04 PR-1-05	PR-1 - Average Interval Offered										
	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.57	8.16	219	25	5.67	1.20	-0.49		
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	8.03	7.04	172	27	5.54	1.15	0.86		
PR-2-04 PR-2-05	PR-2 - Average Completed Interval										
	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	7.66	8.08	176	24	5.82	1.27	-0.33		
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.46	7.83	138	23	4.85	1.09	-0.34		
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days										
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	76.93	59.84	118076	1230		1.21	-14.15		
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.56	76.42	118076	1230		1.01	-9.07		
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.62	84.63	118076	1230		0.87	-5.71		
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	20.27	6.05	14063	446		1.93	-7.35		
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	26.95	10.31	14063	446		2.13	-7.80		
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	32.74	19.96	14063	446		2.26	-5.66		
	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.44	78.28	132139	1676		0.79	-12.93		
	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail	96.43	94.80	118076	1230		0.53	-3.07		
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	66.47	79.37	14063	446		2.27	5.68		
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.33	95.41	132139	1676		0.52	0.15		
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments										
	Average Delay Days – Total	Parity with BA Retail	4.03	3.03	3575	35	5.28	0.90	1.12		
	% Missed Appointment – Customer	None: Analysis Only	1.87	1.54							
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	9.81	4.66	35170	730		1.11	4.63		
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.06	0.02	197922	4410		0.04	1.07		
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		5140					
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders										
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.35	0.04	233092	5140		0.08	3.72		
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	233092	5140		0.02	1.00		
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	233092	5140					
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality										
	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.81	2.67	207882	11677		0.18	6.26		
	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.15	1.23	207882	11677		0.14	6.66		
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	3.77	1.57	207882	11677		0.18	12.14		
POTS - Business											
PR-1-01 PR-1-03	PR-1 - Average Interval Offered										
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.44	1.80	17548	1332	4.14	0.12	-3.06		
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.40	4.83	3905	419	2.33	0.12	-3.59		
PR-2-01 PR-2-03	PR-2 - Average Completed Interval										
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.34	1.76	17210	1290	3.80	0.11	-3.83		
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.92	4.84	3463	380	3.55	0.19	0.42		
POTS - Residence											
PR-1-01 PR-1-03	PR-1 - Average Interval Offered										
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.85	1.68	156156	824	2.44	0.09	-9.74		
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.34	4.69	11815	74	3.58	0.42	-0.84		
PR-2-01 PR-2-03	PR-2 - Average Completed Interval										
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.82	1.32	154771	807	2.32	0.08	-6.11		
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.58	4.12	10600	66	3.85	0.48	0.97		
POTS & Complex Aggregate											
PR-1-10 PR-1-11	PR-1 - Average Interval Offered										
	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.64	1.98	52615	1112	9.90	0.30	8.87		
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	1.83	1.00	29	1	2.32	2.36	0.35		
PR-2-10 PR-2-11	PR-2 - Average Completed Interval										
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.51	2.02	52523	1112	9.53	0.29	8.62		
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	1.62	1.00	29	1	2.24	2.28	0.27		
Complex Services											
PR-1-01 PR-1-02	PR-1 - Average Interval Offered										
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.99	2.27	732	60	3.74	0.50	5.42		
	Average Interval Offered – Total Dispatch	Parity with BA Retail	11.08	10.30	554	23	5.57	1.19	0.66		
PR-2-01 PR-2-02	PR-2 - Average Completed Interval										
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.89	2.25	708	59	3.64	0.49	5.35		
	Average Interval Completed – Total Dispatch	Parity with BA Retail	11.11	10.96	487	23	5.13	1.09	0.14		
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments										
	Average Delay Days – Total	Parity with BA Retail	10.91	3.33	54	3	16.71	9.91	0.76		
	% Missed Appointment – Customer	None: Analysis Only	17.00	2.33							
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	5.00	11.54	1059	26		4.33	-1.51		
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.09	0.00	1065	60		0.40	0.23		
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		86					
PR-6-01	PR-6 - Installation Quality										
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD							
	continued										

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.93	3.21	2804	260	4.49	0.29		5.91	
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	10.39	9.96	1419	56	4.92	0.67		0.64	
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	9.33	5.00	656	46	5.30	0.81		5.36	
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	10.38	8.68	1118	34	5.40	0.94		1.81	
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	5.67	NA	3		1.15				
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.82	6.65	616	46	3.93	0.60		-3.05	
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	5.50	NA	4		2.52				
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.68	3.06	2630	254	4.14	0.27		5.96	
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	10.85	10.53	882	40	4.63	0.75		0.43	
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	8.86	5.07	560	46	5.90	0.90		4.19	
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	10.33	7.97	916	30	7.21	1.34		1.76	
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	5.00	NA	2						
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.87	6.65	615	46	4.54	0.69		-2.56	
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.50	NA	4		2.52				
PR-4 - Missed Appointments											
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.50	0.30	4525	329		0.69		1.73	
PR-4-02	Average Delay Days – Total	Parity with BA Retail	15.69	3.00	68	1	28.01	28.22		0.45	
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.92	3.95							
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		329					
PR-5- Facility Missed Orders											
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.11	0.00	4525	329		0.19		0.58	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4525	329		0.08		0.25	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4525	329					
PR-6- Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.86	0.35	11831	1157		0.28		1.81	
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.07	0.00	11831	1157		0.08		0.84	
Legend Notations defined on Legend sheet - last page											

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.08	0.53	4622540	203526		0.02	23.39
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.11	4622540	203526		0.01	-2.49
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	22.17	5.30					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	0.45	4622540	203526		0.02	26.47
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	11.22	13.11	49902	1083		0.97	-1.95
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.83	6.31	4252	222		1.85	0.82
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.88	7.38	48997	908		0.79	-1.90
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	20.70	15.25	54154	1305	21.38	0.60	9.10
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	21.50	16.58	49902	1083	21.63	0.66	7.40
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.22	8.78	4252	222	15.17	1.04	2.33
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.62	81.92	54154	1305		1.29	9.55
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.02	73.67	41232	1018		1.22	6.85
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	60.65	47.45	41232	1018		1.55	8.52
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	29.54	18.86	41232	1018		1.45	7.38
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.13	20.38	54154	1305		1.20	3.13
Special Services - Maintenance									
MR-2-01									
Network Trouble Report Rate									
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail	0.29	0.37	441989	10672		0.05	-1.41
		None: Analysis Only	0.18	0.35	441989	10672		0.04	-4.16
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.97	10.75	1287	39	7.83	1.27	-2.97
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.43	92.31	1287	39		3.02	-1.37
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	59.03	59.46	1240	37		8.20	-0.05
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.63	8.11	1240	37		3.12	-1.44
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.49	30.77	1287	39		6.31	-1.95
Legend Notations defined on Legend sheet - last page									

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01	Average Speed of Answering – Ordering* (secs)			
PO-3-02	% Answered within 30 Seconds – Ordering *	80% within 30 Seconds	25.00	
PO-3-03	Average Speed of Answering – Repair *& (secs)			
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	82.80	50507

POTS/Pre-qualified Complex - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		8.35	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	98.08	2396
OR-1-03	Average LSRC Time < 10 Lines		20.81	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	76.45	5492
OR-1-05	Average LSRC Time >= 10 Lines		31.91	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	84.40	186
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.07	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	543
OR-2-03	Average LSR Reject Time < 10 Lines		25.31	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	70.47	999
OR-2-05	Average LSR Reject Time >= 10 Lines		54.04	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	76.82	82

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		UD	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		UD	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	29.38	10100
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice – Average Response Time		0.00	
OR-4-02	Completion Notice – % On Time	95% by noon next bus. day	100.00	5616
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	23.15	10348
OR-5-02	% Flow Through - Simple	No Standard Developed	29.67	8074
OR-5-03	% Flow Through Achieved	95%	UD	
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	51.29	776
OR-6-02	% Accuracy – Opportunities	95% orders without errors	92.69	9458
OR-6-03	% Accuracy – LSRC	95% orders without errors	95.35	666

continued

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #

OR-1 - Order Confirmation Timeliness

OR-1-03	Average LSRC Time < 10 Lines
OR-1-03	Average ASRC Time < 10 Lines DS0
OR-1-03	Average ASRC Time < 10 Lines DS1
OR-1-03	Average ASRC Time < 10 Lines DS3
OR-1-04	% On Time LSRC < 10 Lines
OR-1-04	% On Time ASRC < 10 Lines DS0
OR-1-04	% On Time ASRC < 10 Lines DS1
OR-1-04	% On Time ASRC < 10 Lines DS3
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-05	Average ASRC Time >= 10 Lines DS0
OR-1-05	Average ASRC Time >= 10 Lines DS1
OR-1-05	Average ASRC Time >= 10 Lines DS3
OR-1-06	% On Time LSRC >= 10 Lines
OR-1-06	% On Time ASRC >= 10 Lines DS0
OR-1-06	% On Time ASRC >= 10 Lines DS1
OR-1-06	% On Time ASRC >= 10 Lines DS3

OR-2 - Reject Timeliness

OR-2-03	Average LSR Reject Time < 10 Lines
OR-2-04	% On Time LSR Reject < 10 Lines
OR-2-05	Average LSR Reject Time >= 10 Lines
OR-2-06	% On Time LSR Reject >= 10 Lines

Standard

CLEC Aggregate
Performance

CLEC Aggregate
Observations

95% within 48 Hours
95% within 48 Hours
95% within 48 Hours
95% within 48 Hours

95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours

95% within 48 Hours
95% within 72 Hours

33.95	
UD	
UD	
UD	
60.00	5
UD	
UD	
UD	
2.36	
UD	
UD	
UD	
100.00	1
UD	
UD	
UD	

Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness

OR-1-07	Average LSRC Time < 10 Lines
OR-1-07	Average ASRC Time < 10 Lines DS0
OR-1-07	Average ASRC Time < 10 Lines DS1
OR-1-07	Average LSRC Time < 10 Lines (Fax)
OR-1-08	% On Time LSRC < 10 Lines
OR-1-08	% On Time ASRC < 10 Lines DS0
OR-1-08	% On Time ASRC < 10 Lines DS1
OR-1-08	% On Time LSRC < 10 Lines (Fax)
OR-1-09	Average LSRC Time >= 10 Lines
OR-1-09	Average ASRC Time >= 10 Lines DS0
OR-1-09	Average ASRC Time >= 10 Lines DS1
OR-1-09	Average LSRC Time >= 10 Lines (Fax)
OR-1-10	% On Time LSRC >= 10 Lines
OR-1-10	% On Time ASRC >= 10 Lines DS0
OR-1-10	% On Time ASRC >= 10 Lines DS1
OR-1-10	% On Time LSRC >= 10 Lines (Fax)

OR-2 - Reject Timeliness

OR-2-07	Average LSR Reject Time < 10 Lines
OR-2-08	% On Time LSR Reject < 10 Lines
OR-2-09	Average LSR Reject Time >= 10 Lines
OR-2-10	% On Time LSR Reject >= 10 Lines

95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours

95% within 96 Hours
95% within 96 Hours
95% within 96 Hours
95% within 96 Hours

95% within 72 Hours
95% within 96 Hours

23.53	
UD	
UD	
UD	
95.92	98
UD	
UD	
UD	
NA	
UD	
UD	
UD	
NA	
UD	
UD	
UD	

22.29	
100.00	33
NA	
NA	

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning

Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	6.78	174				
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.44	NA	17548	4.14		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.44	1.71	17548	24	0.85	-0.32
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.40	4.89	3905	19	2.33	-0.91
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.40	NA	3905	2.33		
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.57	10.00	219	1	5.67	-0.43
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.57	NA	219	5.67		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.03	NA	172	5.54		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.03	NA	172	5.54		
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	7.18	129				
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.34	NA	17210	3.80		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.34	1.71	17210	24	0.78	-0.48
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.92	5.41	3463	17	3.55	-0.57
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.92	NA	3463	3.55		
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.66	NA	176	5.82		
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.66	NA	176	5.82		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.46	NA	138	4.85		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.46	NA	138	4.85		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	76.93	30.43	118076	23	8.79	-5.29
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.56	73.91	118076	23	7.33	-1.59
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.62	100.00	118076	23	6.36	1.63
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	20.27	NA	14063			
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	26.95	NA	14063			
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	32.74	NA	14063			
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.44	100.00	132139	23	6.67	1.73
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.43	100.00	118076	23	3.87	0.92
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	66.47	NA	14063			
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.33	100.00	132139	23	4.40	1.06
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days - Total	Parity with BA Retail	4.03	2.43	3575	7	5.28	2.00
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	1.87	16.54				0.80
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	9.81	10.20	35170	49	4.25	-0.09
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	9.81	0.00	35170	2	21.03	0.47
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	9.81	2.50	35170	40		
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.06	0.00	197922	170	0.19	0.32
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.06	NA	197922			
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.06	0.00	197922	69	0.29	0.20
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window		96.53		202		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		0.00		210		
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		NA				
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		0.00		71		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.35	0.00	233092	308	0.34	1.04
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	233092	308	0.08	0.25
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	233092	308		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.81	3.75	207882	1653	0.47	0.13
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.81	41.35	207882	133	1.66	-22.61
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.62		1127		
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.15	0.85	207882	1653	0.36	3.64
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.15	12.03	207882	133	1.26	-7.85
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	3.77	4.48	207882	1653	0.47	-1.51
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	3.77	31.58	207882	133	1.65	-16.85

POTS & Complex Aggregate

PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.64	14.23	52615	128	9.90	-10.95
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	1.83	18.00	29	1	2.32	-6.85
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	4.51	16.00	52523	128	9.53	-13.62
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	1.62	18.00	29	1	2.24	-7.19

continued

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	Complex Services	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-01 PR-1-02	PR-1 - Average Interval Offered	Parity with BA Retail	4.99	4.75	732	71	3.74	0.46	0.52
	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	11.08	6.27	554	953	5.57	0.30	16.16
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail	4.89	4.41	708	69	3.64	0.46	1.05
	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	11.11	7.13	487	883	5.13	0.29	13.75
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail	10.91	4.17	54	116	16.71	2.75	2.45
	Average Delay Days - Total	None: Analysis Only	17.00	7.04					
	% Missed Appointment - Customer	Parity with BA Retail	5.00	11.14	1059	1041		0.95	-6.45
	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.09	0.00	1065	110		0.30	0.30
	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		1151			
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	3.81	7.12	207882	1082		0.58	-5.66
Special Services - Provisioning									
PR-1-01 PR-1-02 PR-1-06 PR-1-07 PR-1-08 PR-1-09 PR-1-09 PR-1-09 PR-1-10 PR-1-11	PR-1 - Average Interval Offered	Parity with BA Retail	4.93	NA	2804		4.49		
	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	10.39	13.40	1419	10	4.92	1.56	-1.93
	Av. Interval Offered - Total Dispatch	Parity with BA Retail	9.33	NA	656		5.30		
	Av. Interval Offered - DS0	Parity with BA Retail	10.38	13.40	1118	10	5.40	1.72	-1.76
	Av. Interval Offered - DS1	Parity with BA Retail	5.67	NA	3		1.15		
	Av. Interval Offered - DS3	Parity with BA Retail		UD					
	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD					
	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
	Av. Interval Offered - Total - IOF	IOF Legend		17.33		33			
	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	4.82	NA	616		3.93		
	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	5.50	NA	4		2.52		
PR-2-01 PR-2-02 PR-2-06 PR-2-07 PR-2-08 PR-2-09 PR-2-09 PR-2-09 PR-2-10 PR-2-11	PR-2 - Average Completed Interval	Parity with BA Retail	4.68	NA	2630		4.14		
	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	10.85	NA	882		4.63		
	Av. Interval Completed - Total Dispatch	Parity with BA Retail	8.86	NA	560		5.90		
	Av. Interval Completed - DS0	Parity with BA Retail	10.33	9.00	916	1	7.21	7.21	0.18
	Av. Interval Completed - DS1	Parity with BA Retail	5.00	NA	2				
	Av. Interval Completed - DS3	Parity with BA Retail		UD					
	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD					
	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD					
	Av. Interval Completed - Total - IOF	IOF Legend		40.31		13			
	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.87	NA	615		4.54		
	Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	5.50	NA	4		2.52		
PR-4-01 PR-4-01 PR-4-01 PR-4-02 PR-4-02 PR-4-02 PR-4-03 PR-4-03 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail	1.50	0.00	4525	14		3.25	0.46
	% Missed Appointment - BA - Total	Parity with BA Retail	1.50	UD	4525				
	% Missed Appointment - BA - Total - EEL	Parity with BA Retail	1.50	23.08	4525	39		1.95	-11.04
	% Missed Appointment - BA - Total - IOF	Parity with BA Retail	15.69	NA	68		28.01		
	Average Delay Days - Total	Parity with BA Retail	15.69	UD	68		28.01		
	Average Delay Days - Total - EEL	Parity with BA Retail	15.69	38.89	68	9	28.01	9.94	-2.34
	Average Delay Days - Total - IOF	None: Analysis Only	9.92	71.43					
	% Missed Appointment - Customer	None: Analysis Only	9.92	UD					
	% Missed Appointment - Customer - EEL	None: Analysis Only		0.00		14			
	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only							
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders	Parity with BA Retail	0.11	0.00	4525	14		0.89	0.12
	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.02	0.00	4525	14		0.38	0.05
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	4525	14			
PR-6-01 PR-6-03	PR-6 - Installation Quality	Parity w/BA RT for Found Troubles	0.86	0.00	11831	14		2.47	0.35
	% Installation Troubles reported within 30 Days	None: Analysis Only	0.07	0.00	11831	14		0.70	0.10
PR-7-01	PR-7 - Jeopardy Reports	Jeopardy Legend		UD					
	% Orders with Jeopardy Status - EEL								
*Legend Notations defined on Legend sheet - last page									

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

POTS - Maintenance			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.08	1.36	4622540	19292		0.07	-3.74
MR-2-02	Network Trouble Report Rate – Loop - Platform	Parity with BA Retail	1.08	UD	4622540			0.12	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.09	0.16	4622540	19292		0.02	-2.90
MR-2-04	% Subsequent Reports	I/C/W MRAs	22.17	10.70					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.06	2.00	4622540	19292		0.07	-12.66
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	11.22	69.85	49902	262		1.95	-29.99
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	11.22	UD	49902				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.83	33.33	4252	30		4.92	-5.18
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.88	45.67	48997	300		1.36	-29.21
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.88	UD	48997	1		23.53	
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	20.70	70.72	54154	292	21.38	1.25	-39.86
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	21.50	75.43	49902	262	21.63	1.34	-40.25
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	21.50	UD	49902		21.63		
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.22	29.47	4252	30	15.17	2.78	-6.57
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.62	34.59	54154	292		2.70	-12.98
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.02	91.67	41232	84		4.19	-2.30
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	60.65	76.19	41232	84		5.34	-2.91
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	29.54	60.71	41232	84		4.98	-6.26
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.13	18.84	54154	292		2.51	2.11
POTS Complex - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	69.80		149			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	40.00		25			
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	71.90		174			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	78.40		149			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	33.17		25			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	64.94		77			
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	13.79		174			
Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.29	0.00	441989	1564		0.14	2.13
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.18	0.00	441989	1564		0.11	1.66
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.97	NA	1287		7.83		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.43	NA	1287				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	59.03	NA	1240				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.63	NA	1240				
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.49	NA	1287				
Legend Notations defined on Legend sheet - last page									

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
TRUNKS

ORDERING				Aggregate Interconnection			
Metric #		Standard	Actual Performance		Number of Observations		
OR-1-11 OR-1-11 OR-1-12 OR-1-12 OR-1-13	OR 1 - Order Confirmation Timeliness						
	Av. FOC Time (<= 192 Forecasted Trunks)		4.00				
	Av. FOC Time (> 192 and Unforecasted Trunks)		16.98				
	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	90.91		11		
	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process			65		
OR-2-11 OR-2-12	OR-2 - Reject Timeliness						
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	1.80				
	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100.00		5		
PROVISIONING							
PR-1-09 PR-1-09	PR-1 - Average Interval Offered						
	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	20.60	14.50	15	10	9.32
	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	30.11	29.55	18	22	36.79
PR-2-09	PR-2 - Average Interval Completed						
	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	26.10	12.63	10	8	15.51
PR-4-01 PR-4-02 PR-4-03 PR-4-07	PR-4 - Missed Appointment						
	% Missed Appointment - Bell Atlantic - Total	Parity with IXC / FGD	0.00	0.00	2572	26205	
	Average Delay Days - Total	Parity with IXC / FGD	NA	NA			
	% Missed Appointment - Customer	None: Analysis Only	41.99	23.88			
	% On Time Performance - LNP Only	95% on Time		98.38		3451	
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders						
	% Missed Appointment - Bell Atlantic - Facilities	Parity with IXC / FGD	0.00	0.00	2572	3756	
	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	2572	3756	
	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	2572	3756	
PR-6-01 PR-6-03	PR-6 - Installation Quality						
	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.01	2572	26205	
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD			
MAINTENANCE							
MR-2-01	MR-2 - Trouble Report Rate						
	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.01	179851	162523	0.00
MR-4-01 MR-4-04 MR-4-05 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals						
	Mean Time To Repair - Total	Parity with IXC / FGD	2.10	3.75	8	13	
	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	8	13	
	% Out of Service > 2 Hours	Parity with IXC / FGD	62.50	46.15	8	13	21.75
	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	23.08	8	13	0.75
	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	15.38	8	13	
	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	8	13	
MR-5-01	MR-5 - Repeat Trouble Report Rates						
	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	0.00	8	13	
NETWORK PERFORMANCE							
NP-1-01 NP-1-02 NP-1-03 NP-1-04	NP-1 - Percent Final Trunk Group Blockage						
	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.00	1.65	359	182	
	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	0.00	3.85	359	182	
	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines		NONE		182	
	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines		1.00		182	
NP-2-01 NP-2-02 NP-2-03 NP-2-04 NP-2-05 NP-2-06 NP-2-07 NP-2-08	NP-2 - Collocation Performance						
	% On Time Response to Request for Physical Collocation	10 Days ¹	100.00			36	
	% On Time Response to Request for Virtual Collocation	10 Days ¹	100.00			2	
	Average Interval - Physical Collocation	76 Days	71.96				
	Average Interval - Virtual Collocation	105 Days					
	% On Time - Physical Collocation	95% on time	98.39			124	
	% On Time - Virtual Collocation	95% on time	NA				
	Average Delay Days - Physical Collocation	See Guidelines	17.00			2	
	Average Delay Days - Virtual Collocation	See Guidelines	NA				
Legend Notations defined on Legend sheet - last page							

¹ per DTE order issued 7/31/99, Docket 95-58

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - Massachusetts

LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities